

Frontline Manager Course-Phase 3: Managing for High Performance (FMC-3)

COURSE NUMBER **FAA01292**

For information about this course, contact:
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DESCRIPTION AND LEARNING STRATEGY

As the third component of the Frontline Manager Series, FMC-3 builds competence in all four dimensions of the FAA Managerial Success Profile: *Achieving Results*, *Leading People*, *Building Relationships*, and *Managing Change*. The focus is managing for high performance. Learning activities include the Managerial Success Profile assessment, business skills practice, case studies, and application exercises.

OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Identify and communicate current business drivers.
- Assess and analyze current performance against the characteristics of high performance organizations and develop strategies for improvement.
- Use feedback to enhance and measure personal and organization effectiveness.
- Build and maintain multiple alliances as resources to achieve high performance.
- Apply communication, feedback, collaboration, and conflict resolution techniques to improve quality and productivity.
- Coach individuals and teams to achieve high performance.
- Allocate and optimize resources to meet changing conditions and requirements.

RELATED COMPETENCIES

- | | |
|----------------------------------|---------------------------------------|
| • Accountability and Measurement | • Developing Talent |
| • Business Acumen | • Managing Organizational Performance |
| • Building Alliances | • Strategy Formulation |
| • Communication | • Vision |
| • Customer Focus | |

CLASS SIZE

18 participants

LENGTH

5 days
(Monday, 8:00 a.m. through Friday, 5:00 p.m.)
40 hours

This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7132** to discuss options.

LOCATION

FAA Center for
Management and
Executive Leadership
Palm Coast, Florida

UPCOMING DELIVERIES

(see [FY07 Schedule](#))

WHO SHOULD ATTEND

Frontline managers
with 12-18 months
of experience

Required for all first time frontline managers hired after 1/1/05. Take course between 12 and 18 months on the job

Recommended for experienced frontline managers who completed old LDP 1 or LDLR course. Non-managers are **not eligible** to attend.

ENROLLMENT

To enroll, contact your line organization's training coordinator.

PREREQUISITE

Completion of LDP-I, LDLR, or Frontline Manager Course-Phase 2: *Managing for Results*

PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing several assignments, including the **Managerial Success Profile**, that must be completed prior to your arrival at CMEL.

RELATED COURSES

Strategic Planning
([FAA01275](#))
Systems Thinking
([FAA01277](#))